careers.wa.gov

JOB SEEKER FREQUENTLY ASKED QUESTIONS

Password/Logging On

Q. What is the password makeup and how long should it be?
A. The password must be a minimum of 8 characters long and include at least one each of a letter, a number, and a symbol ($, &, *, @, #, % are examples of characters). The password needs to begin with 3 different characters. If you attempt to log on using an invalid password 3 times, then your log on will be locked and you need to hit the **Password Forgotten** link, and then enter your email address on the next page to have a new password sent to you.

Q. I know I have created an account, but have tried to log on several times and am not able to.
A. You may have locked yourself out of the system by exceeding the log on attempts of 3 times. Click on **Password Forgotten** from the **Log On** page to have a new password sent to you.

Q. I applied directly for a job without registering and creating an account, how do I get back into the system to update that application?
A. You will need to contact the Department of Personnel at 360-664-1960 or toll free at 888-664-1960, or email Information@dop.wa.gov, to obtain your log on user ID OR you may use the **Password Forgotten** from the **Log On** page to have a password sent to you.

Profile Information/Submitting Application

Q. How can I select multiple options, like geographic availability, in my profile?
A. To select multiple options in a field, click on your first selection, then hold down your control (**Ctrl**) button and click on your additional selections.

Q. How can I tell if I passed an exam or the status of my applications?
A. From your **Job Seekers Start Page**, click on **View Profile and Application History Statuses and Scores**. This contains the information you entered in your profile, the job postings you applied for, and the score for those postings which have combined scores.

Q. How do I print my resume/profile?
A. From your **Job Seekers Start Page**, click on **View My Profile**. You are able to print your resume/profile information when it appears in a separate window as a PDF document.

Q. Why wasn't I able to print my profile or there were strange characters within the body of the profile text.
A. You need to adjust your **Personal Settings**. From your J**ob Seekers Start Page**, click on **Change Personal Settings**.   Under **General Settings**, select the **Display Format for Data Overviews** to be **PDF**.

Q. What does **In Process** mean when I **View Profile and Application History Statuses and Scores** or go to **Manage Applications**?
A. There are different statuses your application for a specific posting can be in.
- **In Process** means you have submitted your application.
- **Draft** means you have not completed and/or submitted your application.
- **Withdrawn** means you have withdrawn your application from the posting.
- **Not Selected** means you were not selected to continue in the selection process for the job opportunity.

Q. If I need to make changes in my employment history, how do I do that?
A. From your **Job Seeker Start Page**, click on **Option 1: Build Resume Profile**. The first tab to appear in your profile is your **Work Experience**. You may **Add** a new entry, **Edit** an existing entry, or **Delete** an existing entry.

Q. I submitted my application for a job I found in the system, when will I hear back about the job opportunity?
A. Once you have submitted your application, you should receive an email confirmation. It is then up to the agency who posted the job opportunity to contact applicants as needed.

Q. Who has access to the information I enter into my on-line profile and application?
A. Only designed Human Resources staff, typically Recruiters, are able to access job seekers released profiles.

Q. I'm not able to read the information on the pages because the text is too small. Is there a way to make it larger?
A. Yes, at the top of your internet browser page in the tool bar, click on **View**. The select **Text Size**, and the size of **Larger** or **Largest**.

Searching for Jobs

Q. When I search for jobs, I'm not able to find many results.
A. You may be searching on too many criteria. Instead of filling out all of the search criteria options, use only one or two.

Q. When I search for jobs, I receive a message stating I have exceeded the number of maximum search results.
A. You are only able to receive 1500 search results. Select more criteria from the search page to narrow down your search.

Q. Are there help documents for a job seeker new to E-Recruiting?
A. Yes, from the **Careers.wa.gov** homepage, click on **Tips & Help** found at the top of the page to view job seeker step-by-step help documents.

Internal Job Seeker Questions and Answers:

Q. How do I get my initial passwords? Is it different for Employee Self Service (ESS) and E-Recruiting?
A. Your agency Human Resources or Security Administrator will provide you with your initial passwords for both the E-Recruiting application system and the ESS. The initial passwords for each system will be different. Once logged on the first time in each environment, you will be prompted to enter in you own unique passwords. For ease of use, you are able use the same password for each system.

Q. The instructions state to enter my 8 digit Personnel Number to log in, but my Personnel Number is only 6 digits.
A. Enter in your Personnel Number with leading zeros.
   For example: Personnel Number of 12345 would be entered in the Users field as 00123456.

Q. I have not received any correspondence notifying me that I have successfully submitted my application.
A. Your email address needs to be added into the Employee Self Service (ESS) to be able to receive email communications through the E-Recruiting system. You will need to keep your contact information up-to-date in the ESS for it to be read in E-Recruiting. ESS information is updated into E-Recruiting once daily.